

RMM Server Care Monitoring and Management



Features

- Hardware & software audits
- LogMeIn Pro
- Alert filtering
- Ticket-based workflow
- Ticket escalation with steps to resolution
- Patch whitelisting service – we test all Microsoft security updates before they are deployed
- Multi-vendor antivirus management – we update definitions for AV vendors
- Remote restart of services and applications
- Emergency low disk space alerting (Windows & Linux)
- Malwarebytes
- 24x7 chat support for Product related issues
- PSA integration support
- Automated low disk space alert and clean-up (Windows Only)
- Lights out management: when a server is down, we reboot it automatically (if it relates to resolving one of the alerts below)
- Our NOC resolves up to 90% of alerts related to:
 - Active Directory
 - Exchange
 - DHCP/IIS
 - Blackberry
 - Citrix Terminal (except XenApp 6)
 - SharePoint
 - SQL
 - Windows Terminal Server
 - VMware
 - VSS
 - SBS
 - Windows Performance
 - Hyper-V
 - Diagnose all uncertain hardware alerts (i.e. potential battery replacements)
 - Patch deployment
 - 24x7 chat support for Patching and Antivirus issues.
 - Reinstall AV software if corrupted
 - Email Roundup Monitoring
 - Emergency low disk space alerting & cleanup (Windows & Linux)
 - Discounted project services

Assign maintenance / projects tickets including:

- AV scan and remediation for infections
- Service Pack Installation during off hours
- Driver updates for servers
- Firmware updates (with LOM access, or if vendor provides through the console)
- Server Cluster Health Checks and remediation/ recommendation for improvement
- Citrix XenApp hotfixes, rollup installations and configuration

Splice RMM Server Care



Features - continued

- Exchange
 - Health Checks for Exchange 2003 and above – includes running Best Practice Analyser and fixing issues found
 - Defrag and repair Exchange servers
 - Update expired web certificates
 - Setup email roundtrip monitoring
 - Configure recipient update policies for multiple domains
- VMware
 - Health Checks of configurations, including vCPU and memory, network setup
 - Review error logs using vSphere or vCenter
 - Reconfigure VMs & host data stores
- Hyper-V
 - Health Checks including network setup, memory cache, RAID configuration
 - Configure VMs

Assign issue-based tickets including:

- Exchange troubleshooting
 - Outlook web or Outlook Anywhere Access
 - DAG replication
 - Active Sync issues
 - Spam issues
 - Auto discovery feature issues
 - Restore mailboxes as part of a disaster recovery
 - Outlook calendar issues
- SBS troubleshooting Remote web workspace
 - Remote web workspace
 - WSUS issues
 - Windows Backup issues
 - Sharepoint issues
 - SBS Console crashes
 - Reporting and monitoring services
- Remote Desktop troubleshooting Login issues
 - Gateway policies
 - Web Access
 - Single Sign On
 - Licensing
 - Session issues (including timeout, printing, broken gateway, user profile, certificates)
 - Remote Application access
 - RDP port
- VMware troubleshooting – performance issues on VMs and host machines
- Hyper-V troubleshooting for performance issues

Splice RMM Server Care



Features - continued

- Hyper-V troubleshooting for performance issues
- Citrix XenApp Server troubleshooting: Login
 - Secure gateway
 - Web access
 - Single Sign On
 - Licensing
 - Session issues, including time out, printing user profile, certificate
 - Publish Application, including access, streaming, and publishing issues
 - Port
 - Load balancing
 - XTE Service
- Email delivery issues
- Server performance issues, including high CPU, low memory, memory leaks and slow response
- Group Policy failures, such as settings not getting applied to user or machines
- Windows server errors (including blue screens, memory dumps, & errors related to third-party apps on a best-effort basis)

NOTE: Projects under Elite Server Care are limited. You can assign tickets/projects related to Server Health. If you are adding/changing software, then it's a Tech Advantage project.



How will RMM benefit you?

You can create and assign issue-based tickets to our NOC technicians for full problem resolution.

Time-consuming routine maintenance tasks (see 'Features' above) can also be outsourced to the NOC team, freeing you to focus on growing your business.

















Our AV management is expanded even further – NOC technicians update definitions and assist in the cleanup of found viruses, minimizing the time you have to spend managing your AV solution.

Lights out management is expanded; the NOC will reboot any server identified as offline, regardless of alert or issue.

Splice RMM Server Care

Service Level Objectives

Below are the guidelines Splice's NOC team adheres to for acknowledging support requests, starting work on tickets / alerts, and providing status updates for in-progress, critical impact tickets.

	NOC SERVICE	TIME FRAME OBJECTIVE	TARGET SERVICE LEVEL
	Acknowledge emails	within...  4hrs	99%
	Acknowledge tickets	 4hrs	95%
	Answer chats	 2min	85%
	Begin work on server down tickets with Lights Out Management	 15min	99.5%
	Begin work on critical impact (emergency) alerts	 1hr	98%
	Begin work on backup failure and backup not occurring alerts	 12hr	90%
	Begin scheduled tickets	 4hr	99%
	Update critical impact (emergency) tickets	every  3-4hrs <small>Within the specified window, provided that the start time is frozen no less than 4 hours in advance</small>	95%



Learn More

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